



EBCI Online Payments User Guide

If you have any issues using the EBCI Online Bill Payment system, please contact the EBCI Revenue Office at 828-359-6000, option 1.

Register

1. Go to www.ebci.com, click **GOVERNMENT** > click **FINANCE** > click **CLICK HERE TO PAY YOUR BILLS**

2. Click **Register**

Login

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)



[Register](#)

[Log in](#)

3. Enter the required information. Your User ID and password will be used to pay future bills.

Self-Registration

*User ID

(between 1 and 100 characters)

*Re-type user ID

*Password

(between 8 and 15 characters)

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them



[Save](#)

4. Click **Save**

5. You will then need to link to your general billing account and/or your water & sewer accounts. You can use the same username and password to link to multiple accounts.

Link to Utility Billing (Water/Sewer) Account

1. In the EBCI Utility Billing Account section, click **link to account**

Account Settings

Account Information

Now logged in as	FREDTEST1
Last successful login	8/14/2018
Last failed login	8/14/2018
Password last changed	8/14/2018
Password expires in	364 days Change Password
E-Mail address	fredtest1@noreply.com Change E-Mail Address

Linked Accounts

Existing accounts need to first be "linked" to your User ID to pay bills and view account details. Click Customer Accounts "link to account" or EBCI Utility Billing Accounts "link to account" to reach the page where new account links can be created. Customer Accounts or General Billing is for bills such as Tribal Construction, The Cherokee One Feather, Transfer Station, Kituwah Academy, etc. Utility Billing is for Water & Sewer bills.

Customer Accounts [link to account](#)

There are currently no linked accounts

EBCI Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

2. Enter the **customer number** and the **account number**. The customer number and the account number can be found at the top of EBCI water/sewer bills.



Eastern Band of Cherokee Indians

828-359-1022 - (Payments)
 828-359-6102 - (Billing Questions)
 828-359-6106 - (Service Requests)

WATER/SEWER BILL

Customer Copy
 Keep this portion for your records

								Previous Bal.	\$.00
Customer Name					Service Address				
TEST, FRED									
Bill Number	Bill Year	Account Number - Customer Number		Service Period	# of Days	Current Billing Due Date			
22317	07/10/2018	1234567	- 12345	06/11/2018 - 07/10/2018	29	08/02/2018			
Description	Meter	Previous	Current	Previous	Current	Read	Usage	Charge	

Account Number

Customer Number

3. Click **Submit**

Link to General Billing Account

1. In the Customer Accounts section, click **link to account**

Account Settings

Account Information

Now logged in as	FREDTEST1
Last successful login	8/14/2018
Last failed login	8/14/2018
Password last changed	8/14/2018
Password expires in	364 days Change Password
E-Mail address	fredtest1@noreply.com Change E-Mail Address

Linked Accounts

Existing accounts need to first be "linked" to your User ID to pay bills and view account details. Click Customer Accounts "link to account" or EBCI Utility Billing Accounts "link to account" to reach the page where new account links can be created. Customer Accounts or General Billing is for bills such as Tribal Construction, The Cherokee One Feather, Transfer Station, Kituwah Academy, etc. Utility Billing is for Water & Sewer bills.

Customer Accounts [link to account](#)

There are currently no linked accounts

EBCI Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

2. Enter the **customer number**. The customer number can be found at the top of EBCI invoices.

Eastern Band of Cherokee Indians
P.O. Box 455
Cherokee, NC 28719

TEST, FRED
468 SEQUOYAH TRAIL
CHEROKEE, NC 28719

INVOICE

Invoice Date	Invoice No.
08/07/2018	65003
Customer Number	12041
Invoice Total Due	\$0.10
Amount Paid	

Due upon receipt

3. Enter the **customer name**. The customer name can be found above the mailing address on EBCI invoices. Enter the exact name on the invoice including spaces and punctuation.

Eastern Band of Cherokee Indians
P.O. Box 455
Cherokee, NC 28719

TEST, FRED
468 SEQUOYAH TRAIL
CHEROKEE, NC 28719

INVOICE

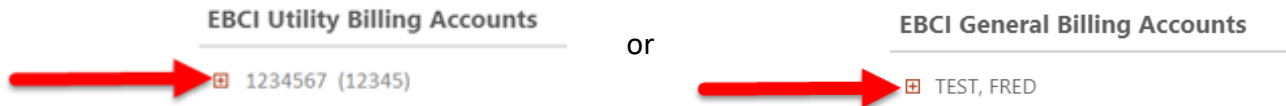
Invoice Date	Invoice No.
08/07/2018	65003
Customer Number	12041
Invoice Total Due	\$0.10
Amount Paid	

Due upon receipt

4. Click **Submit**

Pay Bills

- 1) Go to www.ebci.com, then click **GOVERNMENT** > click **FINANCE** > click **PAY YOUR BILLS HERE**
- 2) If you have already registered, enter your login credentials. If you have not registered, follow the instructions on page 1 of this guide. If you have not linked your account, follow the instructions on page 2 and 3 of this guide.
- 3) Click the red icon next to your linked Utility Billing Account or your linked General Billing Account



- 4) Click **Manage Bills**

EBCI Utility Billing Accounts

1016055 (50623)

Customer Name	Service Address	Account	Customer
TEST, FRED	468 SEQUOYAH TRAIL	1234567	<input type="checkbox"/> Manage Bills

- 5) Check the boxes next to the bills you want to pay.

Outstanding Bills (bill years 2016 to 2020 only)

	Bill	Bill Date	Pay By	Charges
→ <input checked="" type="checkbox"/>	22028	7/10/2018	8/2/2018	\$28.60
→ <input checked="" type="checkbox"/>	24744	8/10/2018	9/5/2018	\$24.10

- 6) Click **Pay**
- 7) Click **Pay by Check**
- 8) Click **Continue**
- 9) Enter your payment information
- 10) Click **Pay Now**
- 11) You will see a confirmation screen and you will receive a confirmation email. The payment will post to your account within two business days.